Montgomery County, Maryland
Office of Human Resources
Training and Organizational Development

Professional Development Programs
October 2014

Balancing Work and Personal Life

October 01, 2014
1:30 pm - 2:30 pm
Organizational Development Training
Center 255 Rockville Pike, Suite 102

Preventing Workplace Harassment

October 1, 2014
9:00 am - 12:00 pm
EOB Auditorium Lobby Level
(MANDATORY FOR ALL EMPLOYEES)

Resolving Conflict in the Workplace

October 1, 2014
1:00 pm – 3:00 pm
COB Auditorium

Managing Staff Through Change and Stress

October 7, 2014
9:00 am – 11:00 am
Organizational Development Training
Center 255 Rockville Pike, Suite 102
(SUPERVISORS/MANAGERS ONLY)

Preventing Workplace Harassment

October 7, 2014
9:00 am – 12:00 pm
EOB Auditorium Lobby Level
(MANDATORY FOR ALL EMPLOYEES)

Coping with Compassions Stress

October 8, 2014
1:00 pm – 2:00 pm
Organizational Development Training
Center, 255 Rockville Pike, Suite 102

➢ **MCG Employees click this link:** Oracle Employee Self Service
➢ **Contractors click this link:** AccessMCG

☺ *If You DO NOT have a Log-in Name and Password for AccessMCG:* Instructions are at *OHR Training Website; L*ook for this document "OLM - Instructions for Non-Employees to How to Request Access to MCG Training Catalogs.

Montgomery County, Maryland
Office of Human Resources
Training and Organizational Development

Professional Development Programs
October 2014

ERS Applying for Retirement
A,E, F, G H

October 8, 2014
9:00 am – 10:29 am
COB Auditorium

Health Insurance Applying to Retire

October 8, 2014
10:30 am – 12:00 pm
COB Auditorium

Becoming a Skilled Coach Class

October 14, 2014
2:00 pm – 4:00 pm
Organizational Development Training
Centerr 255 Rockville Pike, Suite 102
(SUPERVISORS/MANAGERS ONLY)

Interviewing and Selecting Employee

October 14, 2014
9:00 am – 4:00 pm
Upcounty Regional Center, Suite 1100,
Room 2
**(REQUIRED FOR STAFF WHO ARE
PART OF AN INTERVIEW PANEL)**

Limited English Proficiency (LEP)

October 14, 2014
1:00 pm – 4:00 pm
EOB Auditorium Lobby Level
**(REQUIRED FOR FRONT-LINE
STAFF)**

Deliver Unbeatable Customer Service

October 15, 2014
9:00 am – 12:00 pm
Upcounty Regional Center, Suite 1100,
Room 2

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"OLM - Instructions for Non-Employees to How to Request Access to MCG Training Catalogs

Montgomery County, Maryland
Office of Human Resources
Training and Organizational Development

Professional Development Programs
October 2014

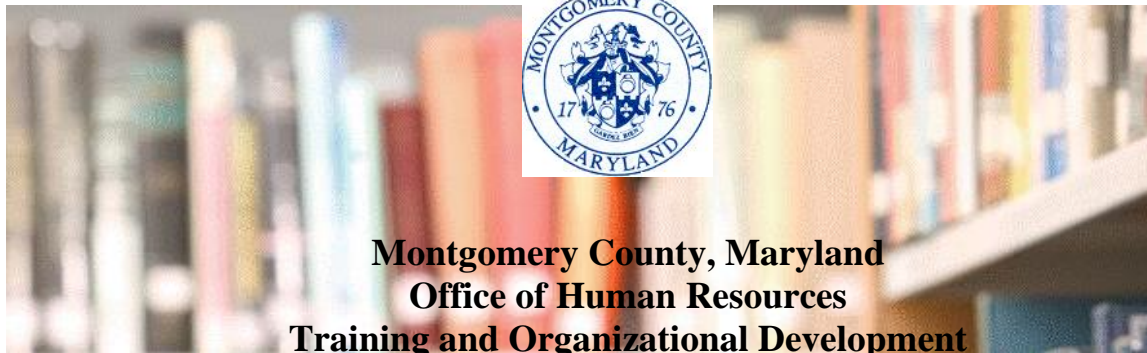|	
FMLA AND ME October 14, 2014 9:30 pm – 12:30 pm EOB Auditorium Lobby Level **(OPEN TO ALL EMPLOYEES)**	**Personalities and Communication in the Workplace** October 21, 2014 9:00 am – 12:00 pm Upcounty Regional Center, 3rd Floor, Room 3F
Business Grammar Class October 22, 2014 9:00 am – 12:00 pm Organizational Development Training Center 255 Rockville Pike, Suite 102	**Fundamentals of Supervision** October 22 and 29, 2014 9:00 am – 4:00 pm Upcounty Regional Center, Suite 1100, Room 2 **(MUST ATTEND BOTH DAYS)** **(SUPERVISORS/MANAGERS ONLY)**
Health Insurance Planning for Retirement October 22, 2014 10:30 am – 12:00 pm COB Auditorium	**ERS Retirement Planning-ERS Groups A,E,F,G,H** October 22, 2014 9:00 am - 10:30 am COB Auditorium

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Montgomery County, Maryland
Office of Human Resources
Training and Organizational Development

Professional Development Programs
October 2014

Calming the Angry Customer

October 28, 2014
9:00 am – 11:00 am
EOB Auditorium Lobby Level

Conversations on Race and Culture in the Workplace

October 28, 2014
8:00 am – 12:00 pm
Upcounty Regional Center, 3rd Floor, Room 3F

Communicate Services Across Cultures

October 23, 2014
1:00 pm – 4:00 pm
Upcounty Regional Center, Suite 1100, Room 2

Coaching Difficult Employees Performance

October 29, 2014
2:00 pm- 4:00 pm
EOB Auditorium Lobby Level
(SUPERVISORS/MANAGERS ONLY)

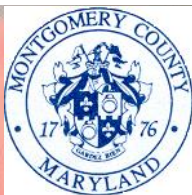
Congratulations! Welcome to Management

October 29, 2014
9:00 am –11:00 am
EOB Auditorium Lobby Level

(SUPERVISORS/MANAGERS ONLY)

Performance Planning and Appraisal

October 29, 2014
11:30 am – 1:30 pm
Organizational Development Training Center, 255 Rockville Pike, Suite 102
(SUPERVISORS/MANAGERS ONLY)

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Montgomery County, Maryland
Office of Human Resources
Training and Organizational Development

Professional Development Programs
November 2014

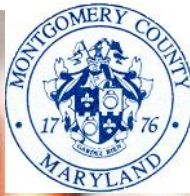|	
Managing Personal Finances	**Managing Your Career**
November 3, 2014 9:00 am. – 10:00 am Organizational Development Training Center 255 Rockville Pike, Suite 102	November 3, 2014 11:00 am – 12:00 pm Organizational Development Training Center 255 Rockville Pike, Suite 102
Transition: Staff to Supervisor	**Communication Strategies: Say the Right Thing**
November 4, 2014 1:00 pm – 4:00 pm Upcounty Regional Center, Suite 1100, Room 2	November 5, 2014 8:00 am – 12:00 pm Upcounty Regional Center, 3rd Floor, Room 3F
Drug Free Workplace- Non DOT Supervisors	**EEO and Diversity Management**
November 5, 2014 1:00 pm – 3:00 pm Organizational Development Training Center, 255 Rockville Pike, Suite 102 **(SUPERVISORS/MANAGERS ONLY)**	November 5, 2014 9:00 am – 12:00 pm EOB Auditorium Lobby Level **(SUPERVISORS/MANAGERS ONLY)**

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Montgomery County, Maryland
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Professional Development Programs
November 2014

ERS Applying for Retirement A,E,F,G,H

November 5 , 2014
9:00am – 10:29 am
COB Auditorium

Health Insurance Applying to Retire

November 5, 2014
10:30 am- 12:00 pm
COB Auditorium

Managing Stress Before it Manages You

November 5, 2014
12:15 pm – 1:00 am
Montgomery County Public Safety Headquarters

Managing Your Emotions in the Workplace

November 5, 2014
2:00 pm - 3:00 pm
EOB Auditorium Lobby Level

Overview of Workers' Compensation Class

November 5, 2014
10:00 am – 12:00 pm
Organizational Development Training Center 255 Rockville Pike, Suite 102

Career Assessment Course

November 7, 2014
9:00 am – 12:00 pm
Upcounty Regional Center, 3rd Floor, Room 3F

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Montgomery County, Maryland
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Professional Development Programs
November 2014

|	
Creating a Motivating Environment November 10, 2014 1:00 pm – 3:00 pm EOB Auditorium Lobby Level **(SUPERVISORS/MANAGERS ONLY)**	**Emotional Intelligence** November 10, 2014 3:00 pm- 4:00 pm EOB Auditorium Lobby Level
Keeping Cool: A Managers Guide to Controlling Emotions Under Pressure November 10, 2014 9:00 am – 11:00am EOB Auditorium Lobby Level **(SUPERVISORS/MANAGERS ONLY)**	**Getting Organized** November 12, 2014 9:00 am - 12:00 pm Upcounty Regional Center, 3rd Floor, Room 3F
Interpersonal Communications November 12, 2014 9:00 am – 4:00 pm Upcounty Regional Center, Suite 1100, Room 2	**Emergency Preparedness** November 13, 2014 9:00 am – 11:00 pm EOB Auditorium Lobby Level

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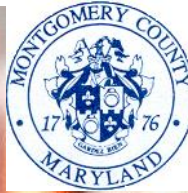
Montgomery County, Maryland
Office of Human Resources
Training and Organizational Development

Professional Development Programs
November 2014

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Managing Negativity in the Workplace	**Positive Communication: Managing Conflict**
November 13, 2014 9:00 am – 11:00 am Organizational Development Training Center 255 Rockville Pike, Suite 102 **(SUPERVISORS/MANAGERS ONLY)**	November 14, 2014 9:00 am- 12:00 pm Upcounty Regional Center, 3rd Floor, Room 3F
Delegating Effectively	**ERS Retirement Planning- ERS Groups A,E,F,G,H**
November 19, 2014 1:30 pm – 3:30 pm EOB Auditorium Lobby Level **(SUPERVISORS/MANAGERS ONLY)**	November 19, 2014 9:00 am-10:29am COB Auditorium
FMLA: Overview for Management	**Health Insurance Planning for Retirement**
November 19, 2014 9:30 am – 12:30 pm Organizational Development Training Center, 255 Rockville Pike, Suite 102 **(SUPERVISORS/MANAGERS ONLY)**	November 19, 2014 10:30 am – 12:00 pm COB Auditorium

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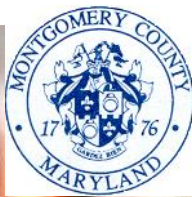
Montgomery County, Maryland
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Training and Organizational Development

Professional Development Programs
November 2014-December 2014

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Overview Contract Administration November 19, 2014 10:30 am – 12:00 pm COB Auditorium	**Preventing Workplace Harassment** November 19, 2014 9:00 am- 12:00 pm EOB Auditorium Lobby Level **(MANDATORY FOR ALL EMPLOYEES)**
Time Management: Self Management November 19, 2014 9:00 am – 4:00 pm Upcounty Regional Center, Suite 1100, Room 2	**Don't let it Happen to You: Workplace Violence** November 20, 2014 1:00 pm - 4:00 pm Upcounty Regional Center, Suite 1100, Room 2 **(SUPERVISORS/MANAGERS ONLY)**
Five A's for Success December 02, 2014 9:00 am – 4:00 pm Upcounty Regional Center, 3rd Floor, Room 3F	**High Impact Resumes** December 4, 2014 10:00 am – 12:00 pm Upcounty Regional Center, 3rd Floor, Room 3C

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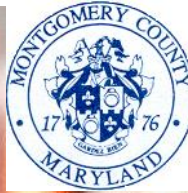
Montgomery County, Maryland
Office of Human Resources
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Professional Development Programs
December 2014

Interview for Success	**Provide Services to Residents**
December 4, 2014 1:00 pm – 3:00 pm Upcounty Regional Center, 3rd Floor, Room 3C	December 4, 2014 1:00 pm- 4:00 pm Upcounty Regional Center, Suite 1100, Room 2
Build a Respectful Workplace	**Delivering Customer Service Excellence**
December 5, 2014 3:00 pm – 4:00 pm EOB Auditorium Lobby Level	December 5, 2014 9:00 am-11:00 am EOB Auditorium Lobby Level
How to Deal with a Difficult Person	**Creative Problem Solving**
December 05, 2014 1:30 pm-2:30 pm EOB Auditorium Lobby Level	December 9, 2014 1:00 pm – 4:00 pm Upcounty Regional Center, Suite 1100, Room 2

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Montgomery County, Maryland
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Professional Development Programs
December 2014

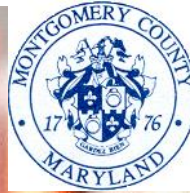|	
Managing Across Generations December 9, 2014 1:00 pm – 3:00 pm EOB Auditorium Lobby Level **(SUPERVISORS/MANAGERS ONLY)**	**Overview Contract Administration** December 9, 2014 12:30 pm- 4:30 pm EOB Auditorium Lobby Level
Preventing Work Place Harassment December 9, 2014 9:00 am – 12:00 pm EOB Auditorium Lobby Level **(MANDATORY FOR ALL EMPLOYEES)**	**Career Assessment** December 10, 2014 9:00am - 12:00pm Upcounty Regional Center, 3rd Floor, Room 3C
The Challenging Customer December 10, 2014 1:00 pm – 4:00 pm Upcounty Regional Center, Suite 1100, Room 2	**Writing for Business** December 10, 2014 9:00 am – 12:00 pm Organizational Development Training Center, 255 Rockville Pike, Suite 102

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Montgomery County, Maryland
Office of Human Resources
Training and Organizational Development

Professional Development Programs
December 2014

|	
Management and Leadership: The Fundamentals	**Understand "College" Financial Aid**
December 11, 2014 1:00 pm – 3:00 pm Organizational Development Training Center 255 Rockville Pike, Suite 102 **(SUPERVISORS/MANAGERS ONLY)**	December 11, 2014 9:00 am - 12:00 pm Upcounty Regional Center, 3rd Floor, Room 3F
Social Media Do's and Don'ts	**Time Management Tools: To Do List, Calendars, Smartphone's**
December 15, 2014 10:00 am - 11:00 am Organizational Development Training Center 255 Rockville Pike, Suite 102	December 15, 2014 11:00 am - 12:00 pm Organizational Development Training Center, 255 Rockville Pike, Suite 102
Today's Diverse Workplace	**ERS Retirement Planning-ERS Groups A,E,F,G,H**
December 16, 2014 9:00 am – 12:00 pm Upcounty Regional Center, Suite 1100, Room 2	December 17, 2014 9:00 am – 10:29 am COB Auditorium

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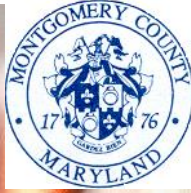
Montgomery County, Maryland
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Professional Development Programs
December 2014

Health Insurance Planning for Retirement	**Interviewing and Selecting Employees**
December 17, 2014 10:30 am – 12:00 pm COB Auditorium	December 17, 2014 9:00 am - 4:00 pm Upcounty Regional Center, Suite 1100, Room 2 **(REQUIRED FOR STAFF WHO ARE ON INTERVIEW PANELS)**

➢ **MCG Employees click this link:** Oracle Employee Self Service
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How to Enroll in Training Classes Using Oracle Learning Management -

Through Oracle Learning Management (OLM) MCG employees and partners have access to everything they need to create a learning plan, register for classes and maintain their training records.

*Employees – with user name and password**

- **Log-in to your Employee Self-Service** at this link www.montgomerycountymd.gov/eportal
  - ‒ Select Oracle Employee Self-Service > Learner Self-Service > Learner Home
  - ‒ This will bring you to your personal Learner Home Page
- **To Search for a specific class,** *use the Search window on the top left of the screen. Be sure to change the criteria from "course" to "class".*
- Click on the **Class Title** to see the class location (Venue) and instructor information
- Look at the top right-hand side of the screen to find the "Enroll" button
- Click Enroll>Click Review>Click Submit
- You should now see the class listed under "Enrollments" on your Learner Home page.
- If you are enrolling in a Computer-based training (CBT) course, you must enroll in both the CBT course and the assessment to complete the class.

- **For additional help**, go to the Quick Start Guides on *TransformMCG*
  - ‒ **If an employee **does not have a username and password**, should follow instructions under "Partners" on page 6 of the Planning for the Future Catalog.*

Partners (Includes MCG Temporary Employees, Contractors, Volunteers, and Interns)

A "Partner" is anyone employed by an organization which partners with MCG, such as HOC, Montgomery College, and MCPS; it also includes MCG temporary employees, contractors, volunteers, and student interns.

 All Partners must setup a profile and request access to OLM through AccessMCG in order to r in a class.

❖ **Requesting Access**

- *Step 1: Get instructions* by at the OHR Training Website: **Instructions for Non-Employees – How to Request Access to MCG Training Catalogs**

- *Step 2: Set up a profile* through AccessMCG. This is a County-wide application which gives the public the opportunity to request access to certain County databases.

- *Step 3: Request access* to the <u>appropriate</u> Catalog through AccessMCG.
  - MCG currently has three (3) catalogs:

  - Human Resources, Health and Human Services, and Libraries. For the classes listed in this flier, request access to the Human Resources Catalog.   Once you have made your request, you will receive an email from OHR advising you that you may now access OLM and register for classes.

  - If you don't know which catalog to request, contact the OHR Training Team at <u>OLMAdministrator@MontgomeryCountyMD.gov</u> or call 240-777-5116?

❖ **Register for Classes**

- *Log-in to AccessMCG* by clicking this <u>link</u>.
  - *Log in using the user name and password you have set up above.*
  - Select Human Resources Services > County Learning Services > County Learning Area (*click the blackboard icon*)
  - This will open up Oracle
    - Select MCG External Learner Self-Service > Learner Home
    - This will bring you to your personal Learner Home Page

- *To Search for a specific class,* use the Search window on the top left of the screen. Be sure to change the criteria from "course" to "class".
- *Classes are listed* by title and date. For example: *"Limited English Proficiency Class 2014-12-24"*

❖ *For additional help*, go to the Quick Start Guides on the <u>OHR Training Web Page</u>.
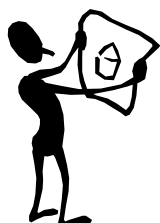
Lost? Look for the OLM "Quick Start Guides"!
- ❖ **Employees**: go to <u>TransformMCG</u>
- ❖ Contractors and Partners: go to **OHR Training Web**
- ❖

CONFIRMATION OF TRAINING ENROLLMENT IN OLM— WHAT IS DIFFERENT FROM OUR FORMER TRAINING REGISTRATION SYSTEM?

HERE'S WHAT YOU NEED TO KNOW

In our old system, when you enrolled in a class you received two confirmations: an immediate confirmation with course details and training locations, and a 7 day confirmation before your class.   With Oracle Learning Management, you will receive the following confirmations:

Once you Enroll in a class:

1. An Oracle generated notification entitled **Workflow Mailer** is sent once you enroll in a class. This notification confirms your class registration, including the name of the class and the start and end date. The first notification does not provide the class the location.

    NOTE: This notification will provide a Training Center, (i.e. Rockville Core Training Center) which is the *geographical area* where your class is being held.   Below is a link to our Training Center Map: http://portal/tfmtmpl.asp?url=/content/departments_intranet/cex/transformMCG/HCM/olmupk.asp (Click on OLM Training Center Map)

2. A second **Workflow Mailer** will include the specific location of your training. This notification will be sent within 24 hours of enrolling in a class.

7 day confirmation:

3. You will receive a confirmation of your training 7 days before your class starts. This will include the Class specifics including Title, Start and End Date/time and the specific location of your class.

    NOTE: If you enroll 6 days before your class starts, you will *not* receive the 7 day confirmation. *You will receive the 2 notifications above once you enroll in the class* that will include your class details including the specific location of class. Several classes have Wait Lists and if you are on a Wait List, you will not receive a Next Day Confirmation or a 7 Day Confirmation.

Helpful Hints—ENROLLING IN TRAINING

IMPORTANT WEB LINKS

If you are *NOT* reading this on the computer, here are the instructions for finding the web link when you are back on your computer.

Find it Fast:

While the log-in page is open, bookmark the page by using the Internet Explorer "favorites".

1. Click the gold star at the upper right
2. Click down arrow
3. Click "Add Favorites"
4. Name it whatever you will remember
5. Save

OHR Training Web Page – type into your web browser: **www.montgomerycountymd.gov** > Departments > Human Resources > Training.

TransformMCG – type into your web browser, **portal.mcgov.org** > TransforMCG at bottom of the page > Oracle HCM/Payroll > Oracle Learning Mangement

Oracle Employee Self Service – type into your web browser, **portal.mcgov.org** > ePortal > Oracle Employee Self Service

AccessMCG – type into your web browser, www.montgomerycountymd.gov > Online Services > AccessMCG

FINDING HELP WITH OLM

Below is a table describing the many helpful documents and on-line learning available to help you learn to navigate the OLM.

Employees	Non-Employees
OLM Quick Start Guides Simplified, illustrated guides to Access the Catalog, Search for a Course, Search for a Class and Enroll in a Class **LOCATION:** Transform MCG	**OLM Quick Start Guides for Non-Employees** Simplified, illustrted guides to Access the Catalog, Search for a Course, Search for a Class and Enroll in a Class **LOCATION**: OHR Training Page
Learner UPK's and Manager UPK's Interactive, automated step-by-step guides to every action available for Learners and Managers. Detailed step-by-step guides may also be printed from each UPK. **LOCATION**: Transform MCG	
Frequently Asked Questions (FAQs) Question and Answer format, searchable by topic. Designed to cover questions from how to access the system, to troubleshooting navigation issues. **LOCATION**: OHR Training Page	**Frequently Asked Questions (FAQs)** Question and Answer format, searchable by topic. Designed to cover questions from how to access the system, to troubleshooting navigation issues. **LOCATION**: OHR Training Page
OLM User's Guide Provides an overview of the OLM system. Highlights of OLM, accessing the system for employees and partners, system structure, Learning Paths and Certifications, Mandatory Training and OLM Terminology. **LOCATION**: OHR Training Page	**OLM User's Guide** Provides an overview of the OLM system. Highlights of OLM, accessing the system for employees and partners, system structure, Learning Paths and Certifications, Mandatory Training and OLM Terminology. **LOCATION**: OHR Training Page
MCG Employees automatically have access to MCG Training Catalogs and Registration through Employee Self Service (ESS)	**Instructions to Non-Employees – How to Request Access to MCG Training Catalogs** Step-by-Step illustrated instructions to help non-employees go to AccessMCG, set-up a profile, and request approval to access the training catalogs. **LOCATION**: OHR Training Page

IF YOU NEED ADDITIONAL INFORMATION, PLEASE CONTACT A MEMBER OF THE OFFICE OF HUMAN RESOURCES TRAINING TEAM AT 240-777-5116 OR OLM.ADMIN@MONTGOMERYCOUNTYMD.GOV